

Qwest Communications®
Service Interval Guide for Resale, UNE and Interconnection Services

Interconnection - Other Services

| Product | Activity/Features | Services Ordered | FOC Guidelines | Installation Guidelines | Repair Guidelines |
|----------------------------|--|------------------|----------------|---|-------------------|
| Virtual Remote Collocation | Feasibility | | N/A | Ten (10) Calendar Days from Receipt of Complete Application | N/A |
| | Quote | | N/A | Twenty-Five (25) Calendar Days from Feasibility (from Receipt of Complete Application in Washington) | N/A |
| | Ready for Service: Timely Quote Acceptance/Equipment Delivered Prior to Day 53 | | N/A | Ninety (90) Calendar Days from Application (Forty-Five (45) Calendar Days from receipt of CLEC Equipment in Utah, Forty-Five (45) Calendar Days from Quote Acceptance in Washington) | N/A |
| | Ready for Service: Timely Quote Acceptance/Equipment Delivered After Day 53 | | N/A | Forty-Five (45) Calendar Days from Receipt of CLEC Equipment | N/A |
| | Ready for Service: Late Quote Acceptance/ Equipment Delivered Prior to Day 53 | | N/A | Ninety (90) Calendar Days from Quote Acceptance (Forty-Five (45) Calendar Days from receipt of CLEC Equipment in Utah) | N/A |
| | Ready for Service: Late Quote Acceptance/ Equipment Delivered After Day 53 | | N/A | Forty-Five (45) Calendar Days from Receipt of CLEC Equipment | N/A |

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|---|--|------------------|----------------|--|-------------------|
| Field Connection Point Collocation | Feasibility | | N/A | Ten (10) Calendar Days from Receipt of Complete Application | N/A |
| | Quote | | N/A | Twenty-Five (25) Calendar Days from Feasibility (from Receipt of Complete Application in Washington) | N/A |
| | Ready for Service: Timely Quote Acceptance | | N/A | Within Ninety (90) Calendar Days from Application (Forty-Five (45) Calendar Days from Quote Acceptance in Utah and Washington) | N/A |
| | | | | | |

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|---|-------------------|------------------|----------------|--|-------------------|
| Adjacent Remote Collocation (Requiring New Structure) | Feasibility | | N/A | ICB | N/A |
| | Quote | | N/A | ICB | N/A |
| | Ready for Service | | N/A | ICB | N/A |
| Adjacent Remote Collocation (Using Existing Qwest Premises) | Feasibility | | N/A | Please See Intervals for Physical Remote Collocation | N/A |
| | Quote | | N/A | Please See Intervals for Physical Remote Collocation | N/A |
| | Ready for Service | | N/A | Please See Intervals for Physical Remote Collocation | N/A |

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Installation Guidelines apply where facilities/network capacity is in place (unless otherwise specified).

| Product | Activity/Features | Services Ordered | FOC Guidelines | Installation Guidelines | Repair Guidelines |
|---|-------------------|------------------|----------------|---|-------------------|
| CLEC to CLEC Direct Connections* Requires New Cable Racking * Stated intervals apply to orders received through the Collocation Application Form. CLEC to CLEC Cross Connections are ordered through the ASR Process. | Feasibility | | N/A | Ten (10) Calendar Days from Receipt of Complete Application | N/A |
| | Quote | | N/A | Ten (10) Calendar Days from Receipt of Complete Application | N/A |
| | Ready for Service | | N/A | Sixty (60) Calendar Days from Quote Acceptance | N/A |
| | | | | | |
| CLEC to CLEC Direct Connections* Adequate Cable Racking Exists * Stated intervals apply to orders received through the Collocation Application Form. CLEC to CLEC Cross Connections are ordered through the ASR Process. | Feasibility | | N/A | Ten (10) Days from Receipt of Complete Application | N/A |
| | Quote | | N/A | Ten (10) Calendar Days from Receipt of Complete Application | N/A |
| | Ready for Service | | N/A | Upon Receipt of Quote Acceptance/100% Payment | N/A |

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| Product | Activity/Features | Services Ordered | FOC Guidelines | Installation Guidelines | Repair Guidelines |
|---|-------------------|------------------|----------------|---|-------------------|
| Direct Connections Requires New Cable Racking | Feasibility | | N/A | Ten (10) Days from Receipt of Complete Application | N/A |
| | Quote | | N/A | Ten (10) Days from Receipt of Complete Application | N/A |
| | Ready for Service | | N/A | If DS0 Level, Sixty (60) Calendar Days from Quote Acceptance | N/A |
| | | | | | |
| Direct Connections Adequate Cable Racking Exists | Feasibility | | N/A | Ten (10) Days from Receipt of Complete Application | N/A |
| | Quote | | N/A | Ten (10) Days from Receipt of Complete Application | N/A |
| | Ready for Service | | N/A | Above DS0 Level, Thirty (30) Calendar Days from Quote Acceptance/100% Payment | N/A |

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Interim Number Portability (INP)

| Product | Activity/ Features | Services Ordered | FOC Guidelines | Installation Guidelines | Repair Guidelines |
|--|-----------------------|-----------------------------------|----------------|-------------------------|-----------------------------|
| One Fixed Rate Residential (1FR) or One Fixed Rate Business (1FB) | | 1 to 49 Lines Ported | 24 hours | Three (3) Business Days | 24 hours for Ported TNs OOS |
| | | 50 or more Lines Ported | 192 hours | ICB | 24 hours for Ported TNs OOS |
| | | | 192 hours | | |
| | | | | | |
| Complex Services (i.e., PBX, Trunks, ISDN, etc.) | | 1 to 8 Lines or Trunks Ported | 24 hours | Five (5) Business Days | 24 hours for Ported TNs OOS |
| | | 9 to 16 Lines or Trunks Ported | 48 hours | Six (6) Business Days | 24 hours for Ported TNs OOS |
| | | 17 to 24 Lines or Trunks Ported | 48 hours | Seven (7) Business Days | 24 hours for Ported TNs OOS |
| | | 25 or more Lines or Trunks Ported | 192 hours | ICB | 24 hours for Ported TNs OOS |
| | | | | | |
| Centrex | | 1 to 10 Lines Ported | 72 hours | Five (5) Business Days | 24 hours for Ported TNs OOS |
| | | 11 to 20 Lines Ported | 120 hours | Ten (10) Business Days | 24 hours for Ported TNs OOS |
| | | 21 or more Lines Ported | 192 hours | ICB | 24 hours for Ported TNs OOS |
| | | | | | |
| Out of Hours Conversion, and, 400 or more Telephone Numbers | | Any | 192 hours | ICB | 24 hours for Ported TNs OOS |

Notes: All LSR's received for INP service trigger review of the CLEC's LIS trunking network to determine if direct end office-to-CLEC trunking exists or is required.
Standard hours of business for INP are M-F, 7:00 a.m. - 7:00 p.m. for the time zone where the activity is going to take place.

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Local Number Portability (LNP)

| Product | Activity/ Features | Services Ordered | FOC Guidelines | Installation Guidelines | Repair Guidelines |
|---|-----------------------|-----------------------------------|----------------|-------------------------|--------------------------------|
| Simple (1FR / 1FB) | | 1 to 5 Lines | 24 hours | Three (3) Business Days | 24 hours for Ported TNs OOS |
| | | 6 to 50 Lines Ported | 24 hours | Four (4) Business Days | 24 hours for Ported TNs OOS |
| | | 51 or more Lines Ported | ICB | ICB | 24 hours for Ported TNs OOS |
| Complex Services (PBX, Trunks, ISDN, Centrex) | | 1 to 25 Lines or Trunks Ported | 24 hours | Five (5) Business Days | 24 hours for Ported TNs OOS |
| | | 26 or more Lines or Trunks Ported | ICB | ICB | 24 hours for Ported TNs OOS |
| | | | | | |
| | | | | | |

Per the North American Numbering Council (NANC) guidelines, the FOC date starts the due date calculation for Local Number Portability.

If the CLEC issues an LSR prior to 7:00 p.m. Mountain Time, that day will be counted as Day zero.

CLECs may request any Due Date / Frame Due Time (DD/FDT) where the trigger can be set automatically, however due date calculations are based on Business Days excluding Saturdays, Sundays, and holidays. For a list of holidays see page 6

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Interconnection – Metro Optical Ethernet (MOE)

| Product | Activity/Features | Services Ordered | FOC Guidelines | Installation Guidelines | Repair Guidelines |
|-------------------------------------|---|------------------|----------------|---------------------------|-------------------|
| Metro Optical Ethernet (MOE) | New Installation No existing facilities | | 192 hours | ICB | 4 hours |
| | New Installation With existing facilities | | 48 Hours | Twelve (12) Business days | 4 hours |
| | Changes to existing service or Conversion As Specified as long as facilities exist | | 48 Hours | Ten (10) Business Days | 4 hours |
| | Conversion As Is | | 48 Hours | Five (5) Business Days | 4 hours |

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| Product | Activity/Features | Services Ordered | FOC Guidelines | Installation Guidelines | Repair Guidelines |
|----------------------------------|-------------------|------------------|----------------|---|-----------------------------|
| Unbundled Local Loop(UBL) | | | | | |
| 2-Wire VG Analog Loop | N/A | 1 to 8 Lines | 24 hours | Five (5) Business Days Minnesota Only: Where facilities are not available, Fifteen (15) Business Days Colorado Only: Four (4) Business Days | 24 hours OOS 48 hours AS |
| | N/A | 9 to 16 Lines | 24 hours | Six (6) Business Days Minnesota Only: Where facilities are not available, Sixteen (16) Business Days Colorado and Utah Only: Five (5) Business Days | 24 hours OOS 48 hours AS |

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|---|-------------------|------------------|----------------|---|-----------------------------|
| Unbundled Local Loop (UBL) | | | | | |
| 2-Wire VG Analog Loop (Continued) | N/A | 17 to 24 Lines | 24 hours | Seven (7) Business Days Minnesota Only: Where Facilities are not available, Seventeen (17) Business Days Colorado and Utah Only: Five (5) Business Days | 24 hours OOS 48 hours AS |
| | N/A | 25 or more Lines | 72 hours | ICB | 24 hours OOS 48 hours AS |

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|-----------------------------------|-------------------|------------------|----------------|--|-------------------|
| Unbundled Local Loop (UBL) | | | | | |
| 4-Wire VG Analog Loop | N/A | 1 to 8 Lines | 24 hours | Five (5) Business Days Minnesota Only: Where facilities are not available, Fifteen (15) Business Days Colorado Only: Four (4) Business Days | 4 hours |
| | N/A | 9 to 16 Lines | 24 hours | Six (6) Business Days Minnesota Only: Where facilities are not available, Sixteen (16) Business Days Utah Only: Five (5) Business Days | 4 hours |
| | N/A | 17 to 24 Lines | 24 hours | Seven (7) Business Days Minnesota Only: Where facilities are not available, Seventeen (17) Business Days Colorado Only: Six (6) Business Days Utah Only: Five (5) Business Days | 4 hours |
| | N/A | 25 or more Lines | 192 hours | ICB | 4 hours |

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|--|-------------------|--|---------------------|--|-------------------|
| Unbundled Local Loop (UBL) | | | | | |
| 2-Wire / 4-Wire Non Loaded Loop | N/A | 1 to 8 Lines No Conditioning Required | 72 hours * | Five (5) Business Days Minnesota Only: Where facilities are not available, Fifteen (15) Business Days | 4 hours |
| | | 1 to 8 Lines Conditioning Required | 72 hours * | Fifteen (15) Business Days Minnesota Only: Where facilities are not available, Fifteen (15) Business Days | 4 hours |
| | N/A | 9 to 16 Lines No Conditioning Required | 72 hours * | Six (6) Business Days Minnesota Only: Where facilities are not available, Sixteen (16) | 4 hours |
| | | 9 to 16 Lines Conditioning Required | 72 hours * | ICB Minnesota Only: Where facilities are not available, Sixteen (16) Business Days | 4 hours |
| | N/A | 17 to 24 Lines No Conditioning Required | 72 hours * | Seven (7) Business Days Minnesota Only: Where facilities are not available, Seventeen (17) Business Days | 4 hours |
| | | 17 to 24 Lines Conditioning Required | 72 hours * | ICB Minnesota Only: Where facilities are not available, Seventeen (17) Business Days | 4 hours |
| | N/A | 25 or more Lines | 192 hours * | ICB | 4 hours |
| | | | Utah Only: 72 hours | Utah Only: Seven (7) Business Days | |

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|--|-------------------|------------------|----------------|---|-----------------------------|
| Unbundled Local Loop (UBL) | | | | | |
| Quick Loop (No Dispatch Required) | N/A | 1 to 8 Lines | 24 hours | Three (3) Business Day | 24 hours OOS 48 hours AS |
| | N/A | 9 to 16 Lines | 24 hours | Three (3) Business Days | 24 hours OOS 48 hours AS |
| | N/A | 17 to 24 Lines | 24 hours | Three (3) Business Days | 24 hours OOS 48 hours AS |
| | N/A | 25 or more Lines | 72 hours | ICB Utah Only: Ten (10) Business Days | 24 hours OOS 48 hours AS |
| Quick Loop + LNP (No Dispatch Required) | N/A | 1 to 8 Lines | 24 hours | Three (3) Business Days | 24 hours OOS 48 hours AS |
| | N/A | 9 to 24 Lines | 24 hours | Four (4) Business Days | 24 hours OOS 48 hours AS |
| | N/A | 25 or more Lines | ICB | ICB | 24 hours OOS 48 hours AS |

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|-----------------------------------|-------------------|------------------|---|---|-------------------|
| Unbundled Local Loop (UBL) | | | | | |
| DS1 Capable Loop | N/A | 1 to 8 Lines | 72 hours | Nine (9) Business Days Minnesota Only: Where facilities are not available Fifteen (15) Business Days Arizona, Colorado, Minnesota, New Mexico, South Dakota, Utah and Washington Only: Five (5) Business Days | 4 hours |
| | N/A | 9 to 16 Lines | 72 hours | Nine (9) Business Days Minnesota Only: Where facilities are not available Sixteen (16) Business Days Arizona, Colorado and South Dakota Only: Seven (7) Business Days Minnesota and Washington Only: Six (6) Business Days Utah and New Mexico: Five (5) Business Days | 4 hours |
| | N/A | 17 to 24 Lines | 72 hours | Nine (9) Business Days Minnesota Only: Where facilities are not available Seventeen (17) Business Days Colorado, Minnesota and Washington only: Seven (7) Business Days Utah and New Mexico: Five (5) Business Days | 4 hours |
| | N/A | 25 or more Lines | 192 hours Utah and New Mexico Only: 72 hours | ICB Utah and New Mexico: Five (5) Business Days | 4 hours |

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| Unbundled Local Loop (UBL) | | | | | |
| DS3 Capable Loop | N/A | 1 to 3 Lines | 24 hours | Seven (7) Business Days Minnesota Only: Where facilities are not available Forty-Five (45) Business Days | 4 hours |
| | N/A | 4 or more Lines | 192 hours Utah Only: 72 hours | ICB Utah Only: Seven (7) Business Days | ICB |

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| Unbundled Local Loop (UBL) | | | | | |
| ADSL Compatible Loop | N/A | 1 to 8 Lines No Conditioning Required | 72 hours * | Five (5) Business Days Minnesota Only: Where facilities are not available Fifteen (15) Business Days | 4 hours |
| | | 1 to 8 Lines Conditioning Required | 72 hours * | Fifteen (15) Business Days Minnesota Only: Where facilities are not available fifteen (15) Business Days | 4 hours |
| | N/A | 9 to 16 Lines No Conditioning Required | 72 hours * | Six (6) Business Days Minnesota Only: Where facilities are not available Sixteen (16) Business Days | 4 hours |
| | | 9 to 16 Lines Conditioning Required | 72 hours * | ICB Minnesota Only: Where facilities are not available Sixteen (16) Business Days | 4 hours |
| | N/A | 17 to 24 Lines No Conditioning Required | 72 hours * | Seven (7) Business Days Minnesota Only: Where facilities are not available Seventeen (17) Business Days | 4 hours |
| | | 17 to 24 Lines Conditioning Required | 72 hours * | ICB Minnesota Only: Where facilities are not available Seventeen (17) Business Days | 4 hours |
| | N/A | 25 or more Lines | 192 hours * | ICB | 4 hours |
| | | | Utah Only 72 hours * | Utah Only: Seven (7) Business Days | |

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|--|-------------------|---|-------------------------------------|--|-------------------|
| Unbundled Local Loop (UBL) | | | | | |
| XDSL-I Capable Loop/ISDN-BRI Capable Loop | N/A | 1 to 8 Lines No Conditioning Required | 72 hours * | Five (5) Business Days Minnesota Only: Where facilities are not available Fifteen (15) Business Days | 4 hours |
| | | 1 to 8 Lines Conditioning Required | 72 hours * | Fifteen (15) Business Days Minnesota Only: Where facilities are not available Fifteen (15) Business Days | 4 hours |
| | N/A | 9 to 16 Lines No Conditioning Required | 72 hours * | Six (6) Business Days Minnesota Only: Where facilities are not available Sixteen (16) Business Days | 4 hours |
| | | 9 to 16 Lines Conditioning Required | 72 hours * | ICB Minnesota Only: Where facilities are not available Sixteen (16) Business Days | 4 hours |
| | N/A | 17 to 24 Lines No Conditioning Required | 72 hours * | Seven (7) Business Days Minnesota Only: Where facilities are not available Seventeen (17) Business Days | 4 hours |
| | | 17 to 24 Lines Conditioning Required | 72 hours * | ICB Minnesota Only: Where facilities are not available Seventeen (17) Business Days | 4 hours |
| | N/A | 25 or more Lines | 192 hours * Utah Only 72 hours * | ICB Utah Only: Seven (7) Business Days | 4 hours |

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| Unbundled Local Loop (UBL) | | | | | |
| OCn Capable Loops | N/A | 1 or more Lines | 192 hours * | ICB Utah Only: <ul style="list-style-type: none"> • OC3 – Fifteen (15) Business Days • OC12 + - ICB | 4 hours |

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| Shared Loop/Line Sharing | No conditioning | | 24 hours | Three (3) Business Days | 24 hours OOS 48 hours AS |
| | With conditioning | | | Fifteen (15) Business Days | |
| | With Line Move / UDC Removal | | | Five (5) Business Days | |
| Shared Distribution Loop | No conditioning | | 24 hours | Five (5) Business Days | 24 hours OOS 48 hours AS |
| | With conditioning | | | Fifteen (15) Business Days | |
| | With Line Move / UDC Removal | | | Five (5) Business Days | |
| Line Splitting | No conditioning | | 24 hours | Three (3) Business Days | 24 hours OOS 48 hours AS |
| | With conditioning | | | Fifteen (15) Business Days | |
| | With Line Move / UDC Removal | | | Five (5) Business Days | |
| Loop Splitting | | | 24 hours | Five (5) Business Days | 24 hours OOS 48 hours AS |
| DS1 Capable Feeder loop | | | 24 hours | See DS1 Capable Loop | See DS1 Capable Unbundled Loop |
| 2-Wire analog/4-Wire Distribution Loop | | | 24 hours | Two (2) Business Days or Appointment Scheduler | 24 hours OOS 48 hours AS |
| 2-Wire / 4 Wire Campus Wire Sub-Loop (Arizona & Nebraska) Only | | | 24 hours | Five (5) Business Days or Appointment Scheduler | 24 hours OOS 48 hours AS |
| Intra-Building Cable (IBC) 2 -Wire Qwest Dispatch | | | 24 hours | Five (5) Business Days or Appointment Scheduler | 24 hours OOS 48 hours AS |

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| MTE –POI - Determine Cable Ownership | Determine who owns the cable at the MTE site | | | Ten (10) Business Days Five (5) Business Days if CLEC provides info Two (2) Business Days if Qwest has been at site before | |
| MTE-POI Inventory of CLEC Cable | | | | Five (5) Business Days to create inventory | |
| MTE-POI Rearrangement of Facilities | | | | Fourty-Five (45) Business Days | |
| MTE-POI Construction of Sub-Loop Point of Interconnection (SPOI) | | | | ICB | |
| Sub-Loop Reservations (Colorado Only) | | | | RFS plus Fifteen (15) Business Days | |

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|--|-------------------|---------------------|----------------|---------------------------------|-------------------|
| Unbundled Dedicated Interoffice Transport (UDIT, Rearrangements and UCCRE) DS0 or VG Equivalent | | 1 to 8 Circuits | 48 Hours | Zone 1: Five (5) Business Days | 4 hours Zone 1 |
| | | | | Zone 2: Six (6) Business Days | 4 hours Zone 2 |
| | | 9 to 16 Circuits | 48 Hours | Zone 1: Six (6) Business Days | 4 hours Zone 1 |
| | | | | Zone 2: Seven (7) Business Days | 4 hours Zone 2 |
| | | 17 to 24 Circuits | 48 Hours | Zone 1: Seven (7) Business Days | 4 hours Zone 1 |
| | | | | Zone 2: Eight (8) Business Days | 4 hours Zone 2 |
| | | 25 or more Circuits | 192 Hours | ICB | 4 hours |

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|---|-------------------|---------------------|----------------|---|----------------------------------|
| Unbundled Dedicated Interoffice Transport (UDIT, Rearrangements and UCCRE) DS1 | | 1 to 8 Circuits | 48 Hours | Zone 1: Five (5) Business Days Zone 2: Eight (8) Business Days | 4 hours Zone 1 4 hours Zone 2 |
| | | 9 to 16 Circuits | 48 Hours | Zone 1: Six (6) Business Days Zone 2: Nine (9) Business Days | 4 hours Zone 1 4 hours Zone 2 |
| | | 17 to 24 Circuits | 48 Hours | Zone 1: Seven (7) Business Days Zone 2: Ten (10) Business Days | 4 hours Zone 1 4 hours Zone 2 |
| | | 25 or more Circuits | 192 Hours | ICB | 4 hours |
| | | | | | |

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|---|-------------------|--------------------|----------------|---------------------------------|-------------------|
| Unbundled Dedicated Interoffice Transport (UDIT, Rearrangements and UCCRE) | | 1 to 3 Circuits | 48 Hours | Zone 1: Seven (7) Business Days | 4 hours Zone 1 |
| | | | | Zone 2: Nine (9) Business Days | 4 hours Zone 2 |
| | | 4 or more Circuits | 192 Hours | ICB | 4 hours |
| OC3 and Higher | | 1 or more Circuits | ICB | ICB | 4 hours |

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Qwest Communications®
Service Interval Guide for Resale, UNE and Interconnection Services

Unbundled Services

| Product | Activity/Features | Services Ordered | FOC Guidelines | Installation Guidelines | Repair Guidelines |
|--|-------------------|------------------|----------------|---------------------------|-------------------|
| Unbundled Dark Fiber (UDF) | | | | | |
| Initial Records Inquiry (IRI) (simple & complex) | | Per Route | N/A | Ten (10) Business Days | N/A |
| | | | | | |
| Field Verification And Quote Preparation (FVQP) | | Per Route | N/A | Twenty (20) Business Days | N/A |
| | | | | | |
| Provisioning (non-FVQP requests) | | Per Route | ICB | Twenty (20) Business Days | |
| | | | | | |

Note: Specific CLEC contract language, if different, would take precedent for UDF.

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|--|---|----------------------|----------------|--|--|
| Unbundled Network Element – Switching (UBS) | Line Side Analog With LCC already supported in requested switch. | 1 to 8 Line Port | 24 hours | Zone 1: Five (5) Business Days Zone 2: Six (6) Business Days | 24 hours Zone 1 24 hours Zone 2 |
| | | 9 to 16 Line Port | 24 hours | Zone 1: Six (6) Business Days Zone 2: Seven (7) Business Days | 24 hours Zone 1 24 hours Zone 2 |
| | | 17 to 24 Line Port | 24 hours | Zone 1: Seven (7) Business Days Zone 2: Eight (8) Business Days | 24 hours Zone 1 24 hours Zone 2 |
| | | 25 or more Line Port | 192 hours | ICB | 24 hours |
| | | | | | |

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